



IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones



Final Statistical Report on the Profile of Clients of Migrant Service Centres

(Capacity Building, Information and Awareness Raising towards Promoting Orderly Migration in the Western Balkans)

Project Duration: June 2008 – Jan 2010

Background of the project:

Migrant Service Centres (MSCs) are operating in Albania, Bosnia & Herzegovina, Croatia, the Former Yugoslav Republic of Macedonia, Kosovo under UNSCR No 1244, Montenegro and Serbia providing migrants and potential migrants with individualized assistance and counselling on the reality and risks of irregular migration and possibilities/procedures for decent work opportunities in the country and/or for legal emigration. The MSCs also provide referral services to relevant local institutions for individual skills development in view of improving employment potential both at home and abroad.

Migrant Service Centres are part of the project Capacity Building, Information and Awareness Raising towards Promoting Orderly Migration in the Western Balkans, funded by the European Commission AENEAS 2006 programme as well as the Swiss Federal Office for Migration, the German Federal Office for Migration and Refugees, the Government of Liechtenstein and the Italian Ministry for Foreign Affairs/Italian Cooperation.

For more information visit: <http://www.migrantservicecentres.org>

Statistical Summary:

The total number of clients visiting the Migrant Service Centres during the project duration (Feb 2008- Jan 2010) was 8876 (7668 nationals, 1208 immigrants), with a total number of visits 9048. Majority of the clients were nationals, with a significant proportion of queries coming from immigrants to these countries (14%). The below summary refers to national cases, followed by a short statistical summary of immigrant cases in part 2.

1. Nationals

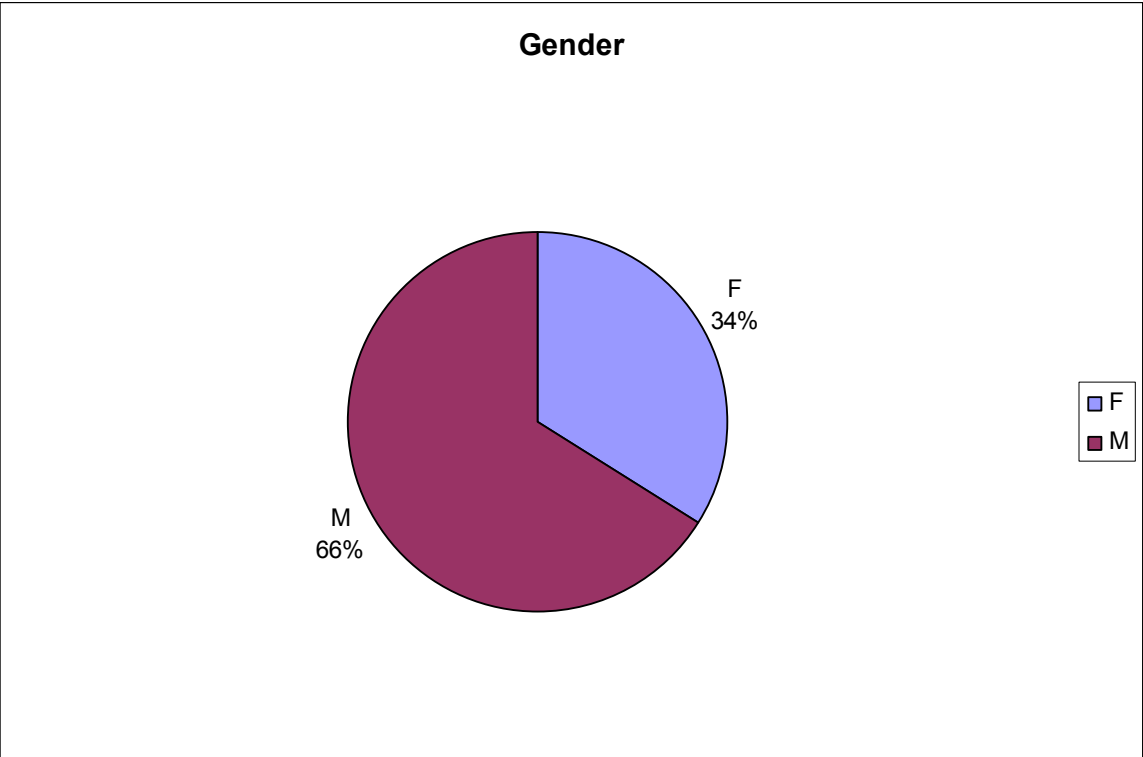
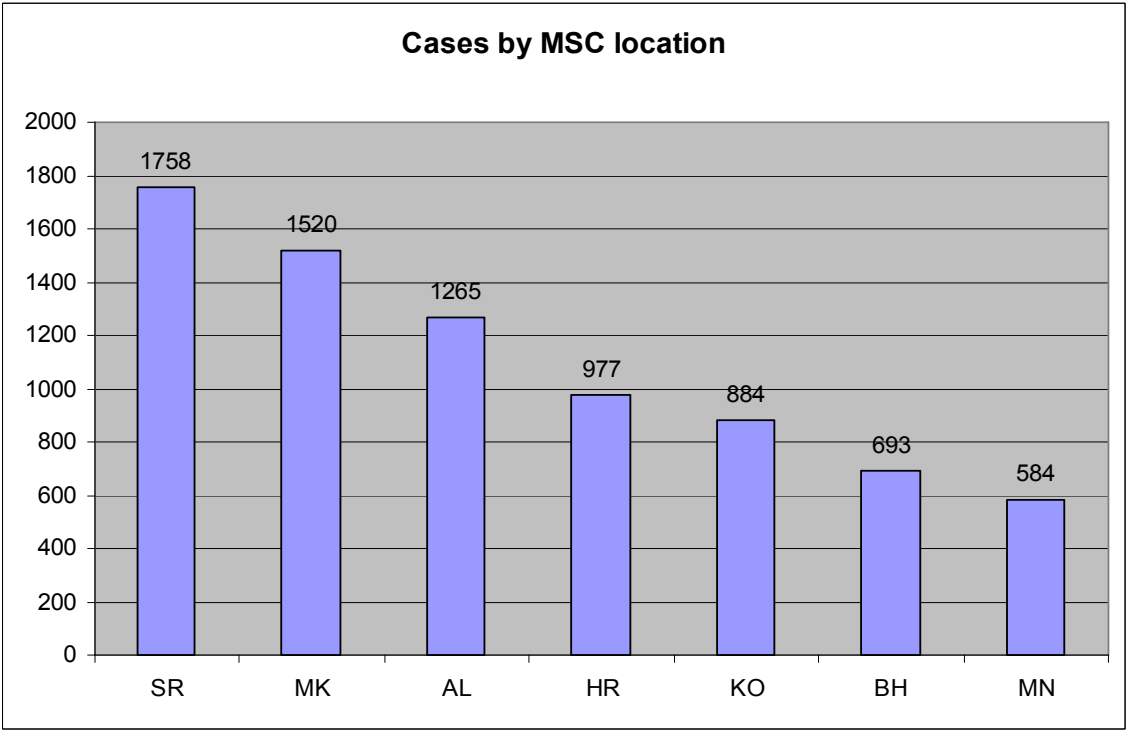
The highest number of national visitors was registered in Serbia (22% of the total number of visitors) followed by the former Yugoslav Republic of Macedonia (20%). 66% of clients were men, on average in their early and middle thirties. Majority of clients came from urban areas (90%).

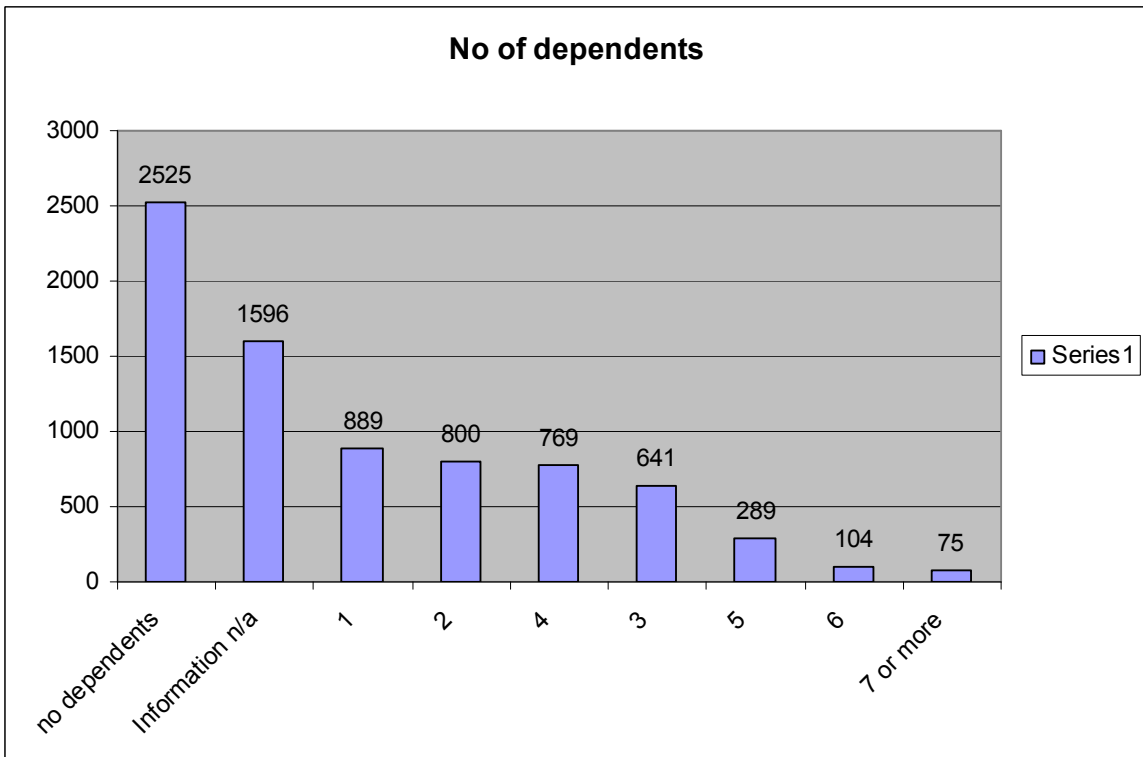
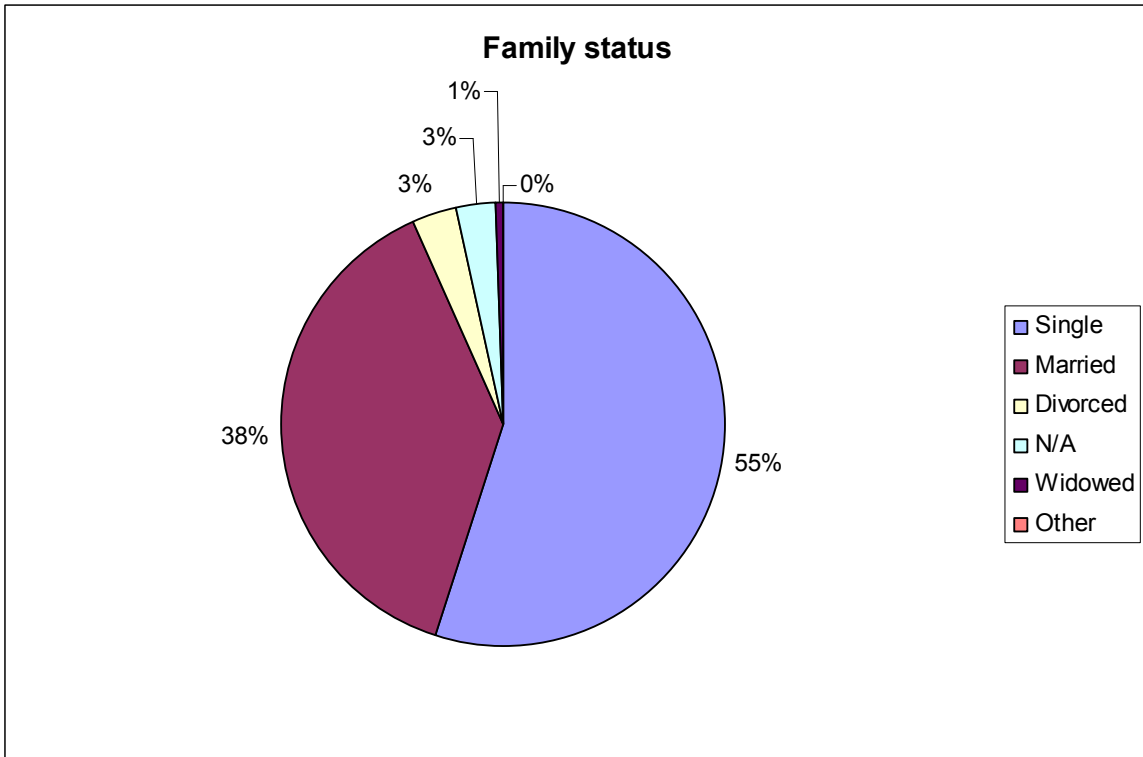
Unemployed constituted a large proportion of MSC clients (68%). A multitude of employment sectors was represented.

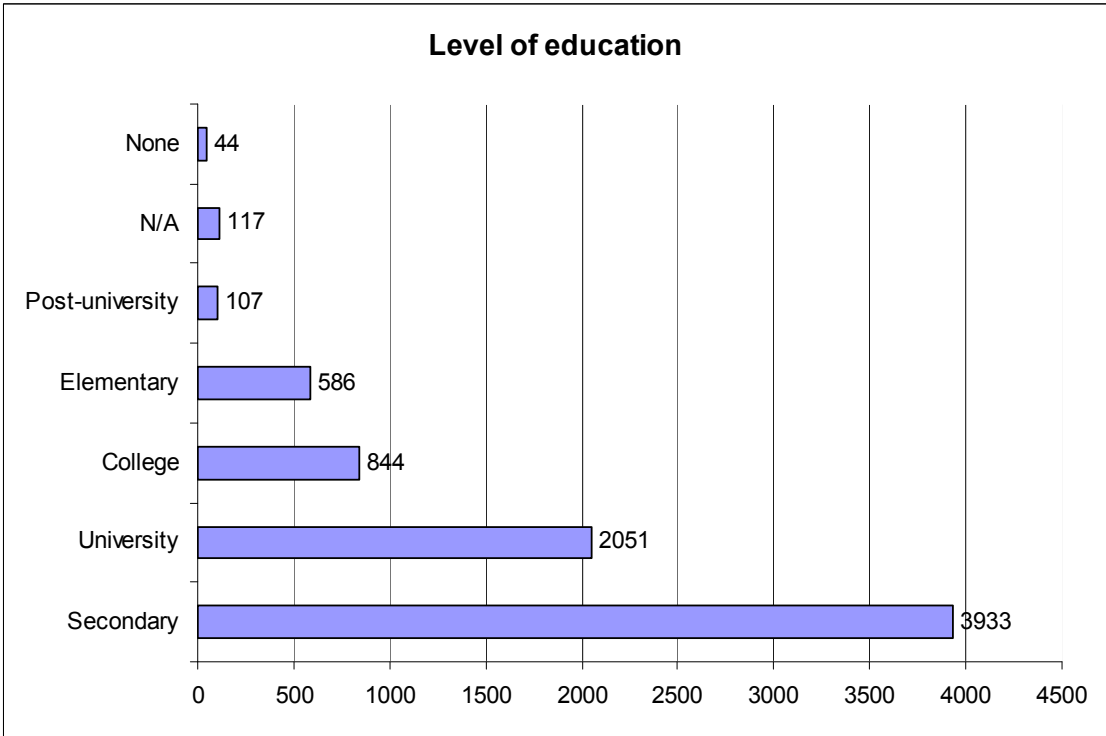
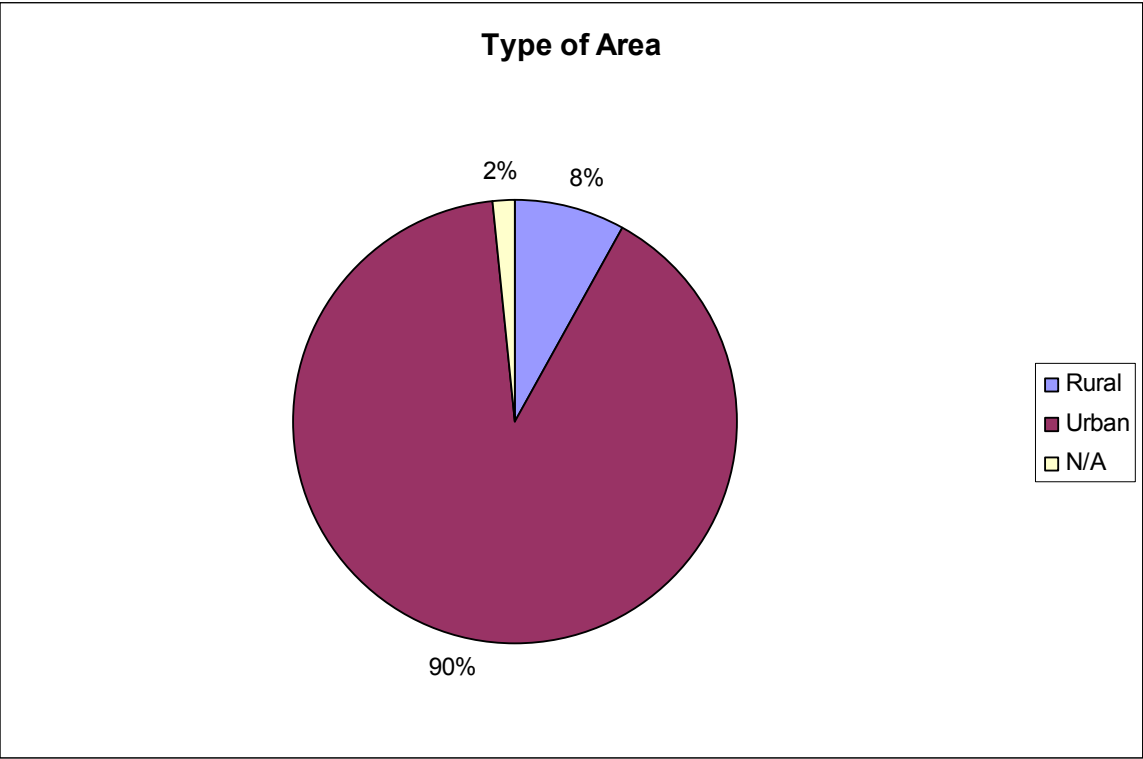
About 28% of the visitors had previous experiences of migration. Of those with the previous migration experience, majority were labour migrants (75%). Germany, Greece and Italy were the most popular destination countries.

Majority of the clients were interested in labour migration, declaring EU as first choice and Canada as second, with Italy and Germany being the most preferred destinations within the EU.

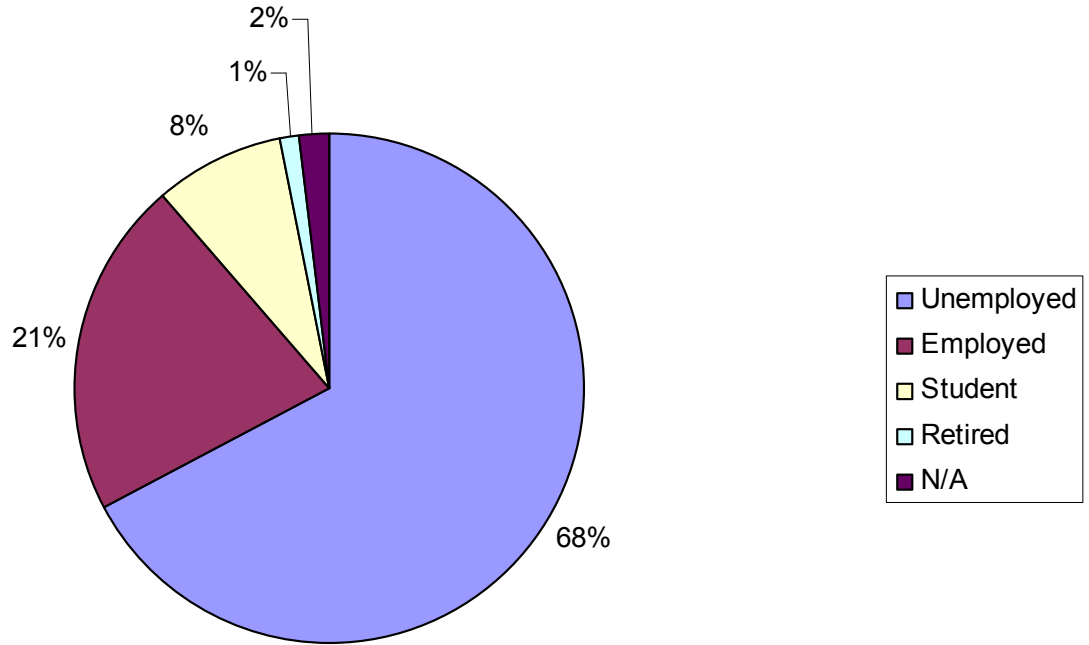
The assistance provided by the MSCs was mainly information provision (92%) followed by counselling (4%) and referral (4%).



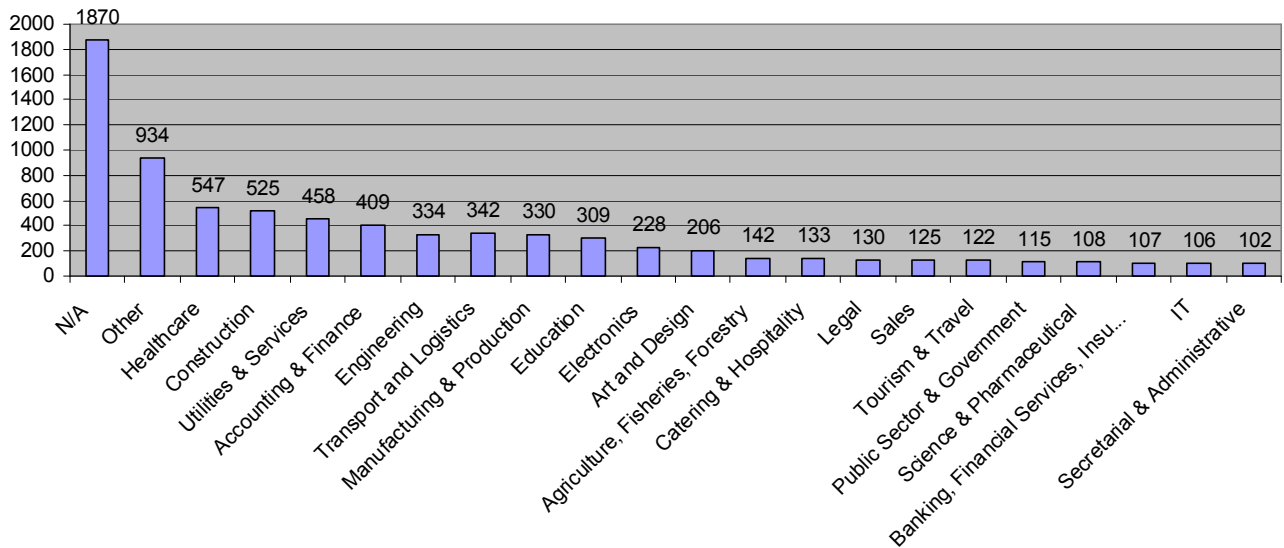


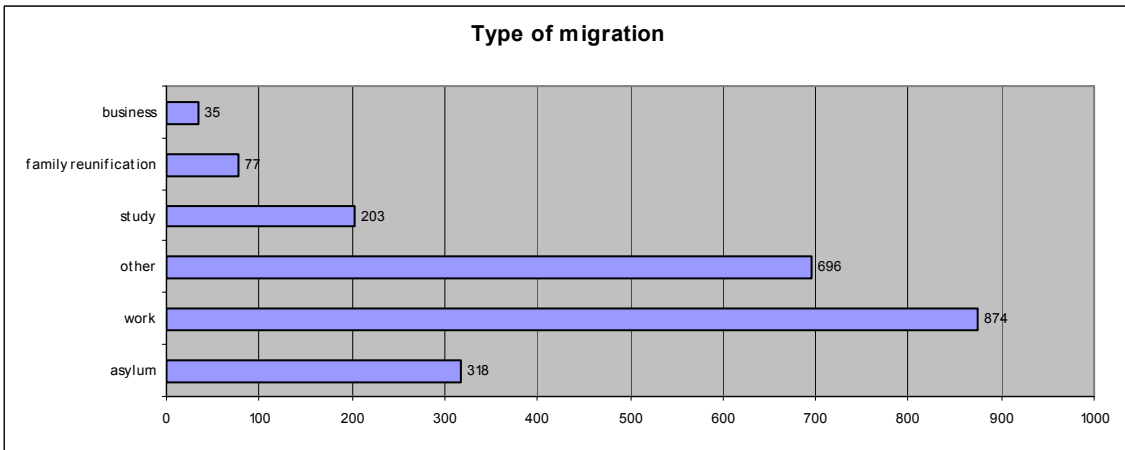
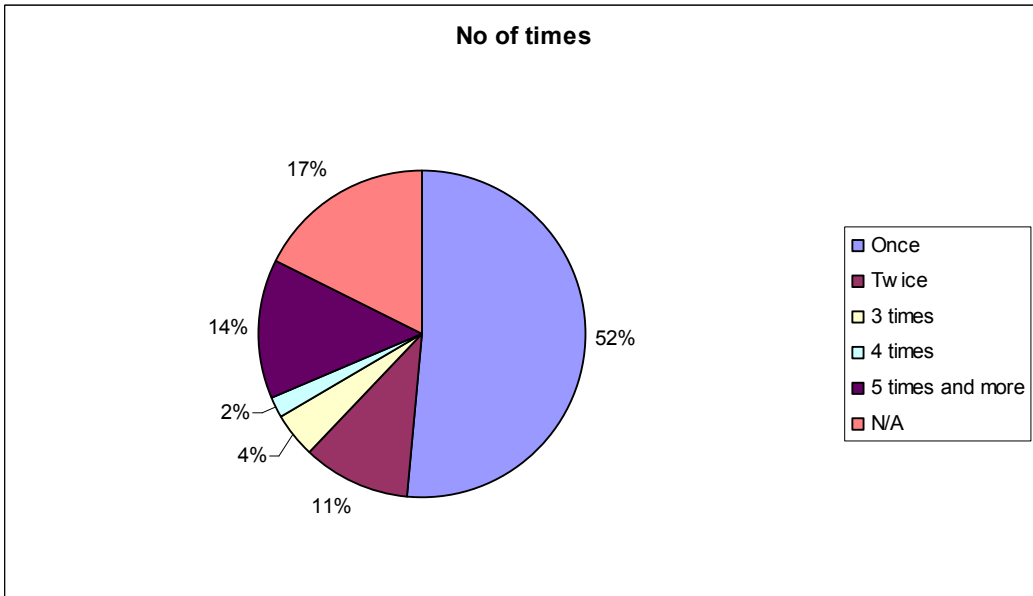
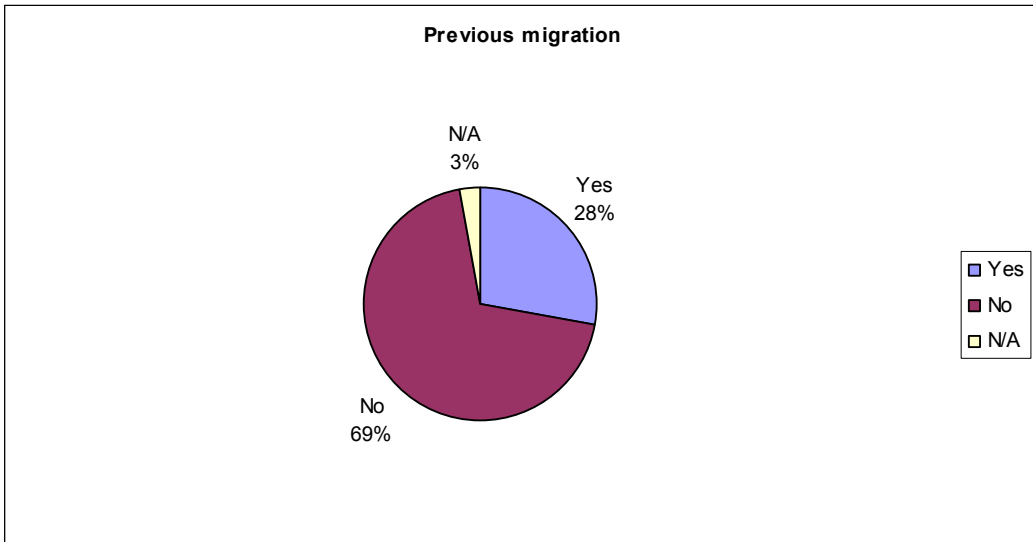


Employment status

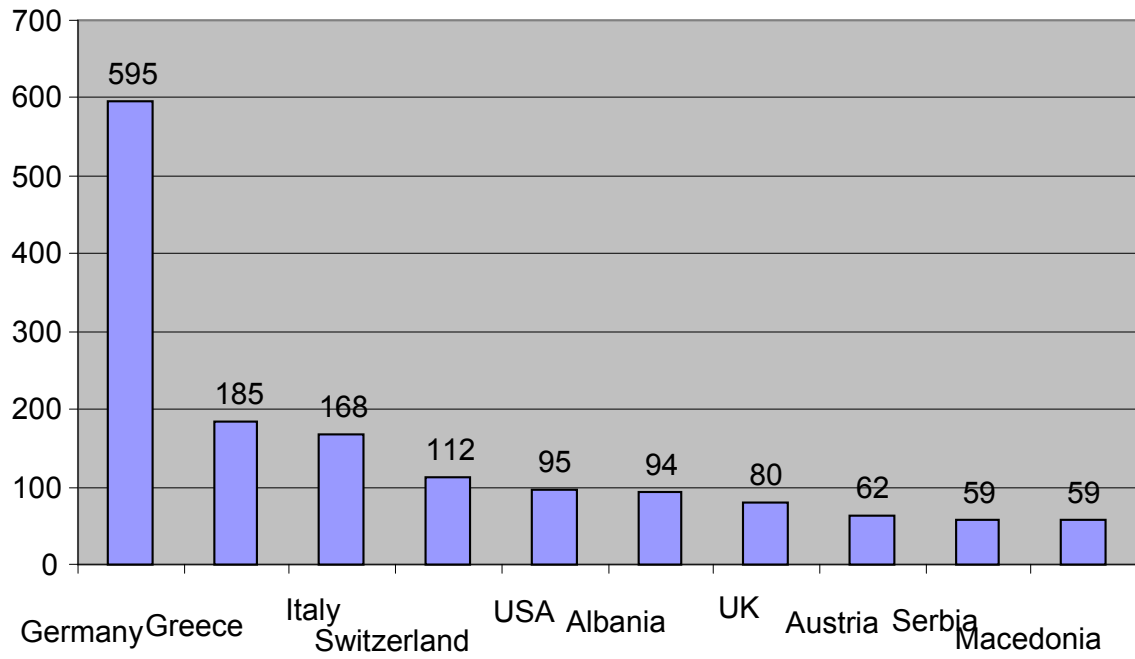


Employment Sector

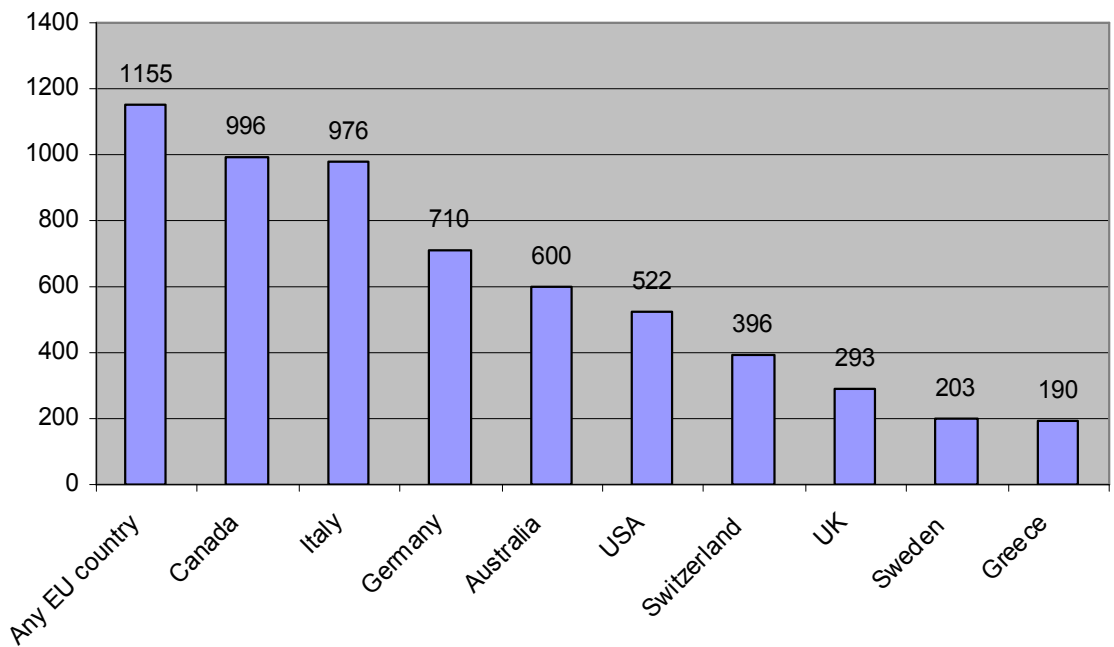




Top 10 countries of destination of previous migration



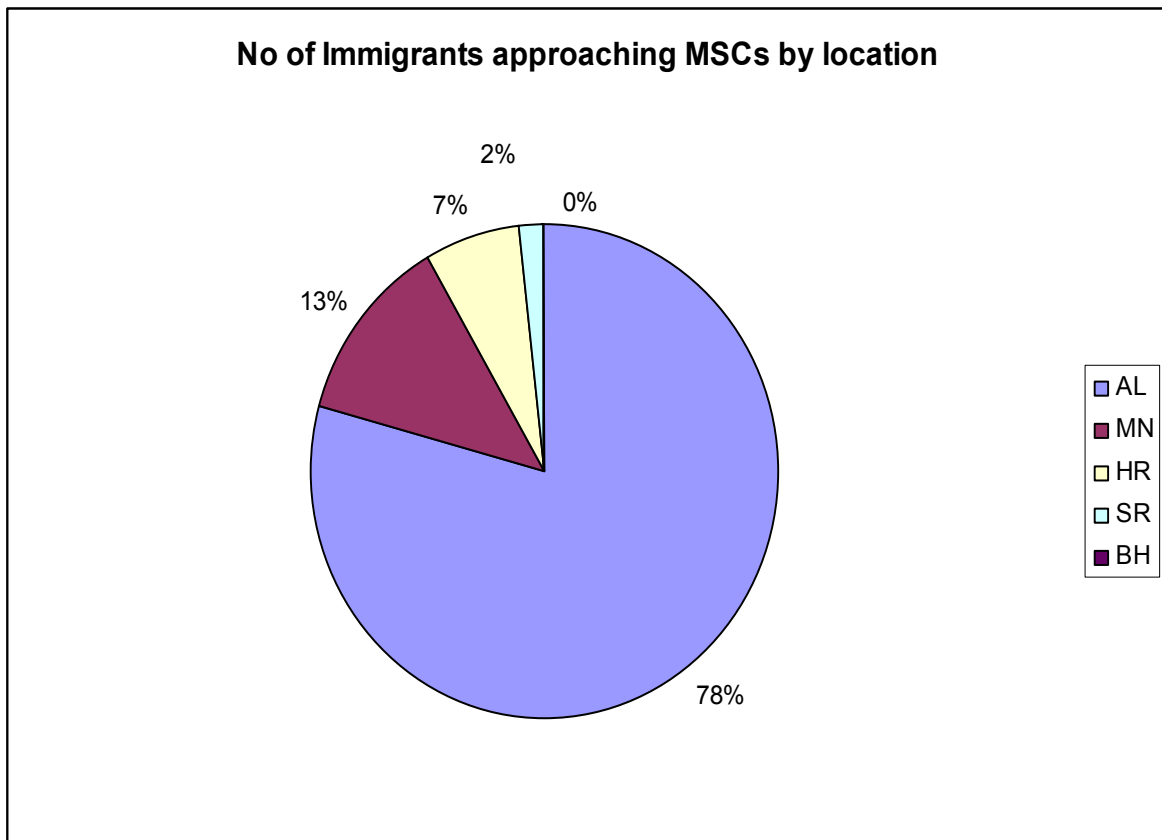
Top 10 destinations



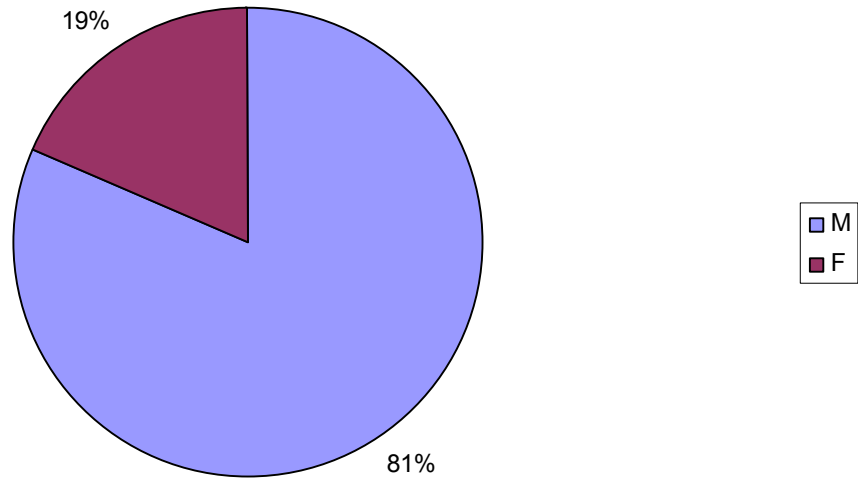
2. Immigrants

The total of 1208 immigrants approached MSCs during the reporting period. The highest number of immigrant visitors were registered in Albania (78% of all immigrant cases), Montenegro (13%) and Croatia (7%).

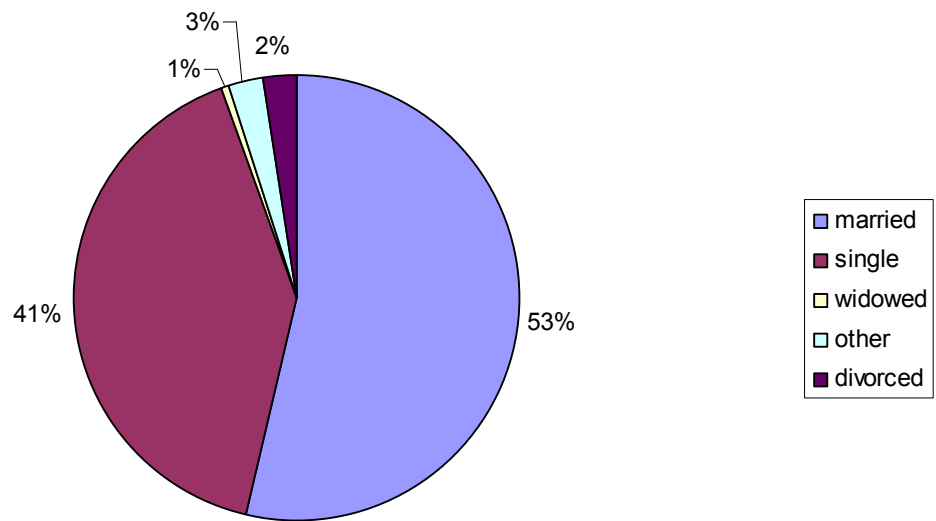
Majority of visitors were work permit holders (82%). 36% held university degree, 38% had college-level education and 19% secondary education.

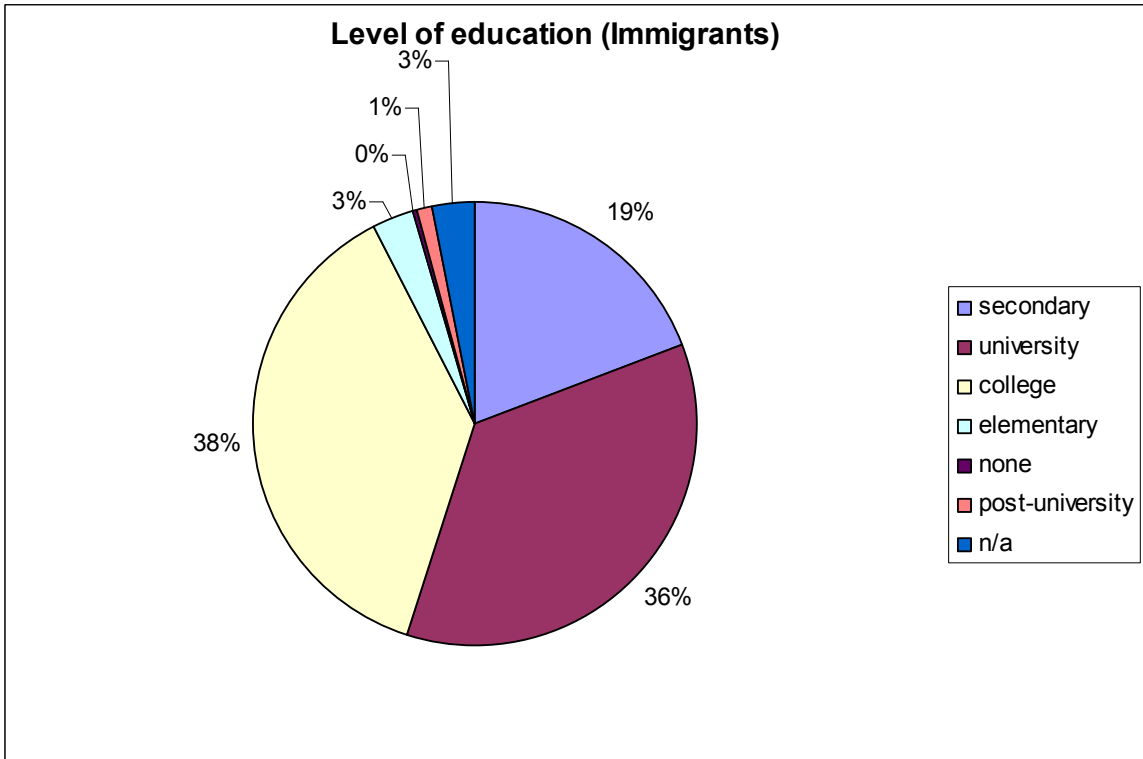
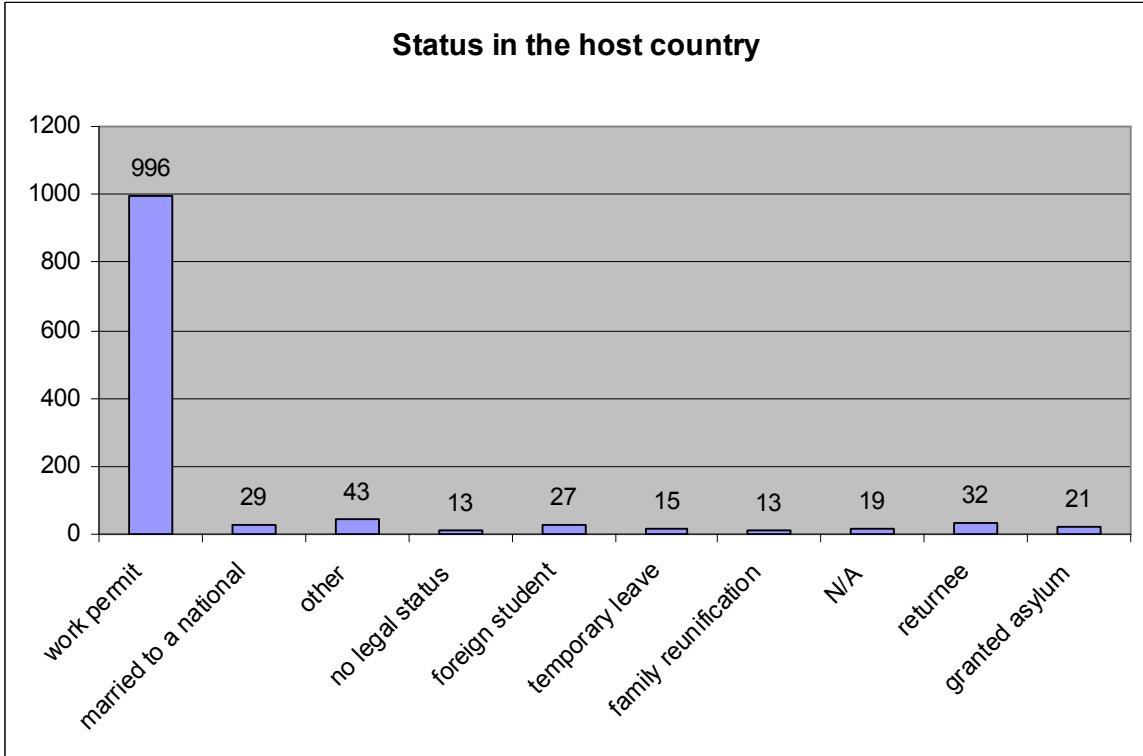


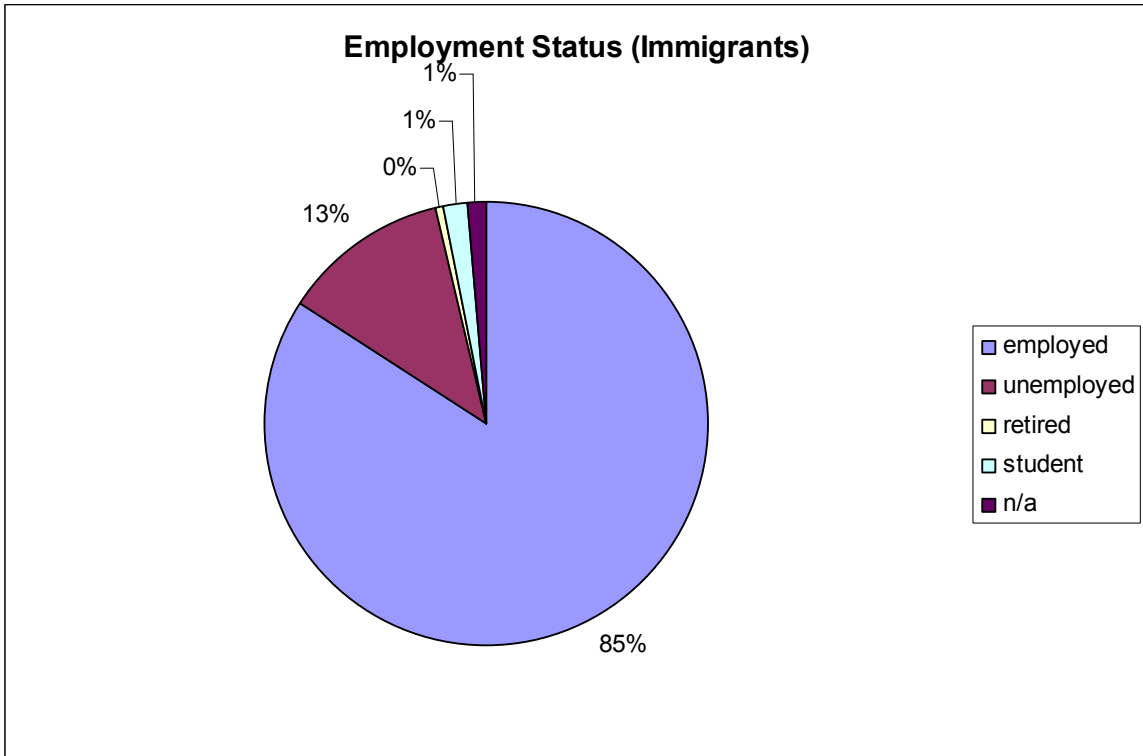
Gender of clients (Immigrants)



Family Status (Immigrants)







Schweizerische Eidgenossenschaft
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Federal Office
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GOVERNMENT
 OF LIECHTENSTEIN